

# Changing Your Password or Forgetting Your Password

For Students in Grades 4–12

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## Changing Your Password Before It Expires

If you want to change your password and it has not already expired, follow the instructions below.

1. Click on this link: [cps.edu/portal](https://cps.edu/portal), or type [cps.edu/portal](https://cps.edu/portal) in your web browser.
2. Type in your CPS **Username**.

**NOTE:** Your username is the first part of your email address without the “@cps.edu.”

3. Type in your CPS **Password**.
4. Click **Sign In**.



After you click **Sign In**, you will see the screen below for **Step 5**.

5. Click on the picture of the **key icon**.



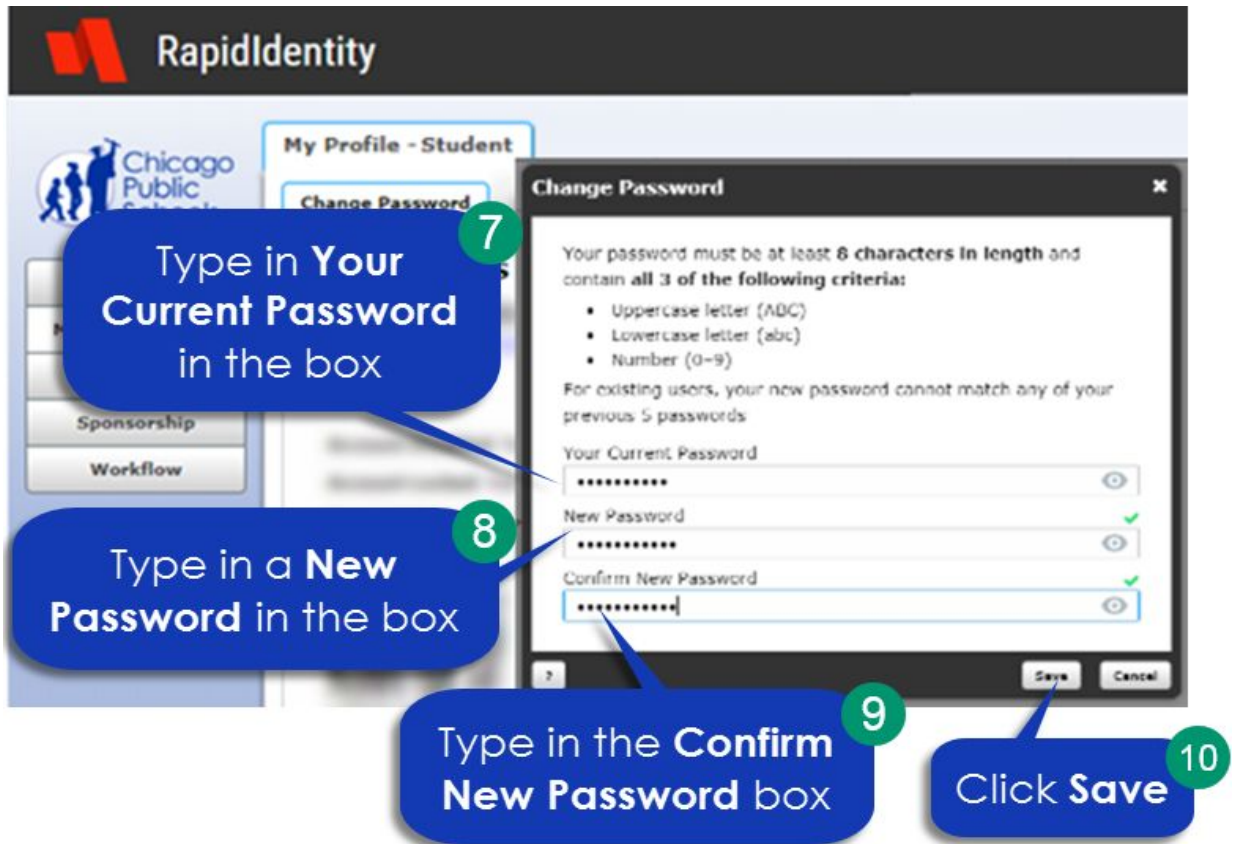
After you click on the picture of the **key icon**, you will see the screen below for **Step 5**.

6. Click on the **Change Password** button.



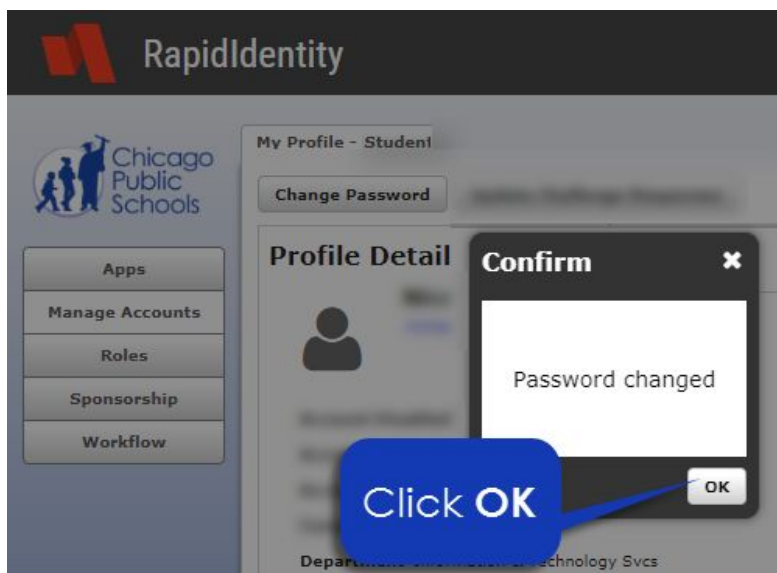
After you click **Change Password**, you will see the screen below for **Step 7**.

7. Type in Your **Current Password** in the box.
8. Type in a **New Password** in the box.
9. Type the same new password in the **Confirm New Password** box.
10. Click **Save**.



After you click **Save**, you will see the screen below for **Step 11**.

11. Click **OK**.



**NOTE:** You can quickly get to your Google apps from the portal by clicking the **Apps** button from the menu on the left. Then select the app you want to use to be taken to that page.

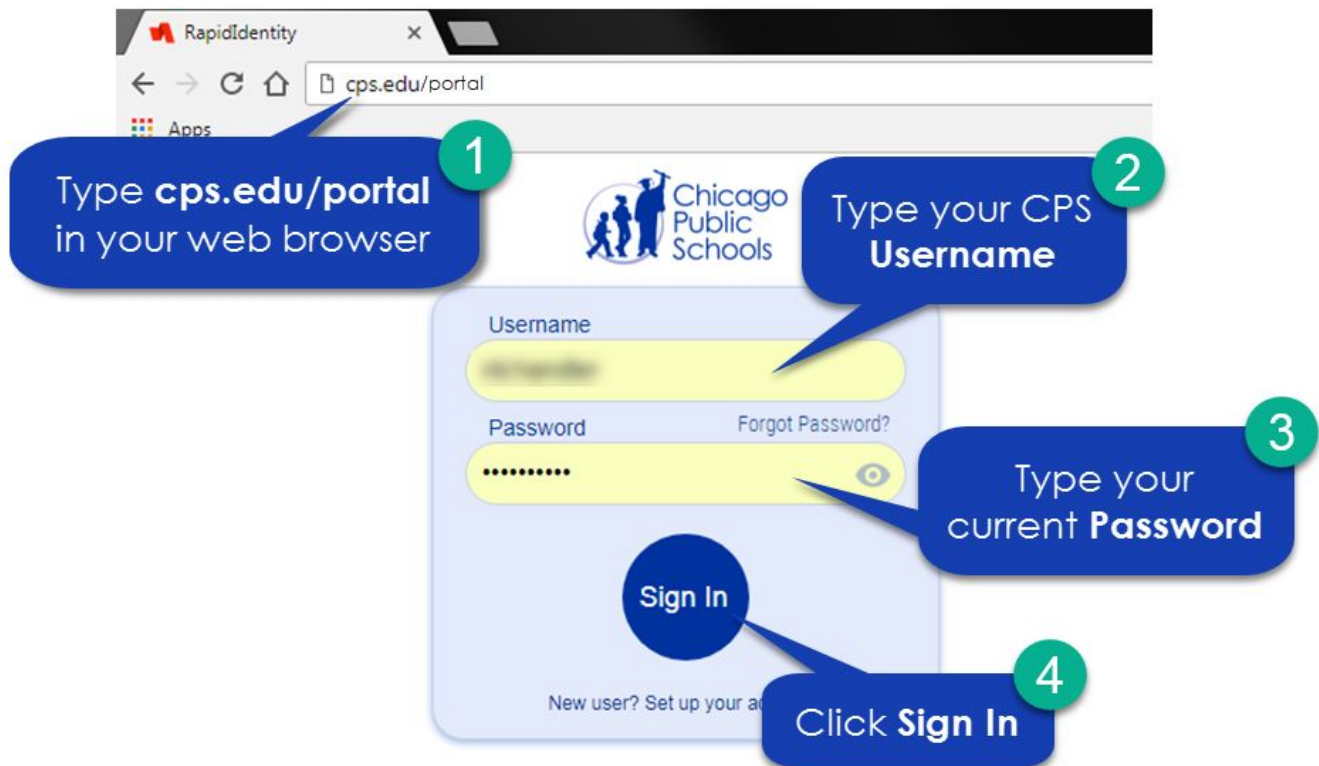


The image shows a screenshot of the RapidIdentity portal. At the top, there is a dark header with the RapidIdentity logo (two red slanted bars) and the text "RapidIdentity". Below the header, the main content area is light blue. On the left side, there is a vertical menu with the Chicago Public Schools logo at the top. The menu items are: "Apps", "Manage Accounts", "Roles", "Sponsorship", and "Workflow". A blue callout bubble with the text "Click Apps" points to the "Apps" menu item. On the right side, there is a section titled "My Applications". It contains a search bar with the text "Filter Results..." and two application cards. The first card shows a key icon. The second card shows a red envelope icon with a red heart in the top right corner. A blue callout bubble with the text "Select an app" points to the second application card. Below the second card, the text "Google Mail" is visible.

## Changing Your Password After It Expires

If you want to change your password and it has already expired, follow the instructions below.

1. Click on this link: [cps.edu/portal](https://cps.edu/portal), or type [cps.edu/portal](https://cps.edu/portal) in your web browser.
2. Type in your CPS **Username**.
3. Type in your CPS **Password**.
4. Click **Sign In**.



After you click **Sign In**, you will see the screen below for **Step 5**.

5. Click on the **CLICK HERE to reset your password** link.



Chicago  
Public  
Schools

Username  
| Username

Password  
Password

Your password is expired and must be updated before continuing

**CLICK HERE to change your password.**

Once you have reset your password, you can come back to this page and continue the authentication

**Sign In**

New user? Set up your account ▶



After you click **CLICK HERE to reset your password**, you will see the screen below for **Step 6**.

6. Type in a **New Password** in the box.
7. Type the same new password in the **Confirm New Password** box.
8. Click **Next**.



Your password must be at least **8 characters in length** and contain **all 3 of the following criteria**:

- Uppercase letter (ABC)
- Lowercase letter (abc)
- Number (0–9)

For existing users, your new password cannot match any of your previous 5 passwords

New Password

Verify Password

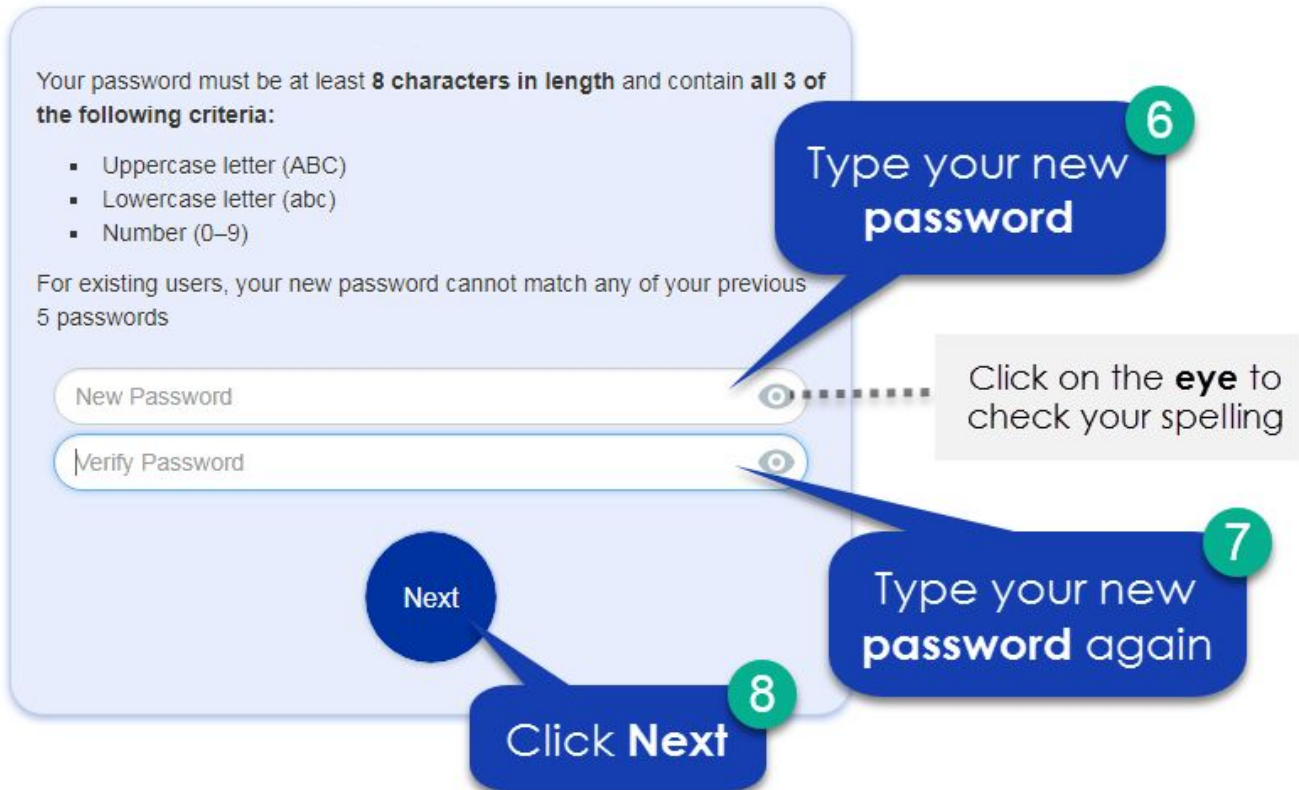
Next

Click **Next**

Type your new password

Type your new password again

Click on the **eye** to check your spelling



## Forgot Your Password

If you forget your CPS password, you will have to use your challenge questions to create a new password. If you haven't created your challenge questions, click [here](#).

Follow the instructions below to create a new CPS password using your challenge questions.

1. Click on this link: [google.cps.edu](https://google.cps.edu), or type [google.cps.edu](https://google.cps.edu) in your web browser.
2. Click **Forgot Password?**



The image shows a browser window with the address bar containing "google.cps.edu". A blue callout bubble with a green circle containing the number "1" points to the address bar and contains the text "Type google.cps.edu in your web browser". Below the browser window is the login page for Chicago Public Schools. The page features the CPS logo at the top, followed by "Username" and "Password" input fields. A "Forgot Password?" link is located to the right of the password field. Below the input fields are two large blue buttons: "Sign In" and "Badge Login". At the bottom, there is a link that says "New user? Set up your account" with a right-pointing arrow. A second blue callout bubble with a green circle containing the number "2" points to the "Forgot Password?" link and contains the text "Click Forgot Password?".



After you click **Forgot Password?** You will see the screen below.

1. Click **Forgot My Password**.



After you click **Forgot My Password**, you will see the screen below for **Step 1**.

1. Type your **Username**.
2. Click **Next**.



After **Step 1**, you will see the screen below for **Step 2**.

1. Type the answer to your first challenge question. **Click on the eye to check your spelling.**
2. Type the answer to your second challenge question. **Click on the eye to check your spelling.**
3. Type the answer to your third challenge question. **Click on the eye to check your spelling.**
4. Click **Next**.



The screenshot shows a user interface for 'Step 2 of 4' titled 'Answer your challenge questions'. It features three text input fields, each with a red asterisk indicating a required field. Each input field has a small eye icon to its right for checking spelling. A 'Next' button is located at the bottom left. The interface is annotated with four numbered callouts: 1. A blue callout pointing to the first input field: 'Type the answer to your first question'. 2. A blue callout pointing to the second input field: 'Type the answer to your second question'. 3. A blue callout pointing to the third input field: 'Type the answer to your third question'. 4. A blue callout pointing to the 'Next' button: 'Click Next'. A grey callout box points to the eye icon of the first input field: 'Click on the eye to check your spelling'. The Chicago Public Schools logo is in the top left corner of the interface. A red asterisk and the text '\* required' are visible at the bottom left of the interface.

After **Step 2**, you will see the screen below for **Step 3**.

1. Type your new password.
2. Type your new password again.
3. Click **Next**.



**Step 3 of 4**

Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account.

Your password must be at least **8 characters in length** and contain at least the following criteria:

- Uppercase letter (ABC)
- Lowercase letter (abc)
- Number (0-9)

For existing users, your new password cannot match any of your previous 5 passwords

New Password

Verify Password

Next

Click **Next**

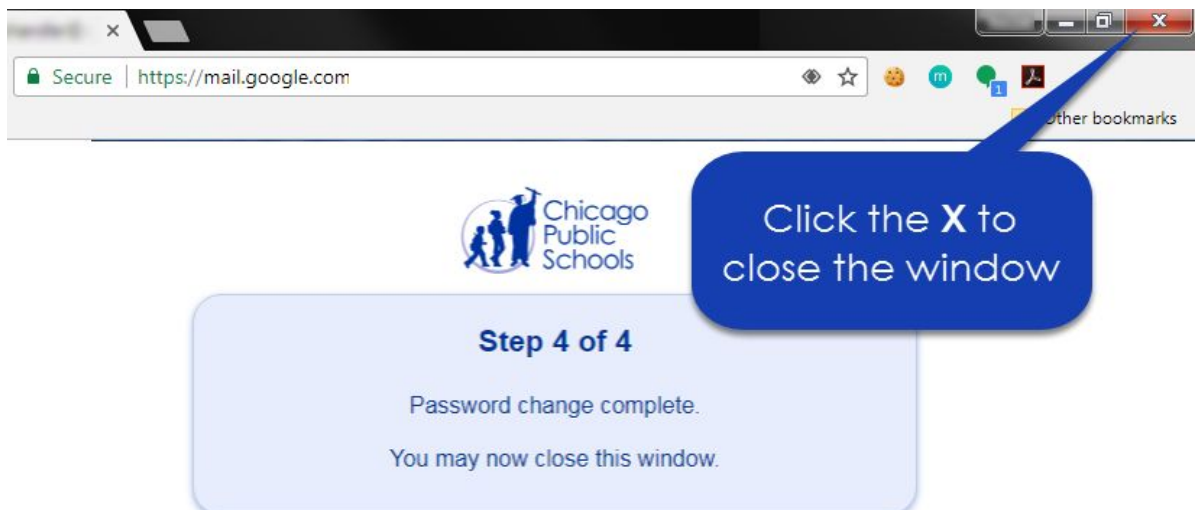
Type your new password

Type your new password again

Click on the **eye** to check your spelling

After **Step 3**, you will see the screen below for **Step 4**. Your password change is complete.

1. Click on the **X** to close the window.



**Step 4 of 4**

Password change complete.

You may now close this window.

Click the **X** to close the window